

MISSOURI



SERVICE

**A GUIDE TO ITS DEVELOPMENT
AND
STANDARDS OF SERVICE**

**Missouri State Library
Jefferson City, Missouri**

1963

INTRODUCTION

In this document, which is the first step in the development of quality library service for all Missourians, the major emphasis will be placed on Missouri's public libraries and the services they offer the citizens of the state. The service improvement plans outlined herein are based upon the "library system" concept and are an outgrowth of the findings and recommendations embodied in the basic research document, Public Library Service in Missouri: A Survey.¹⁾

HISTORICAL BACKGROUND

Public library development in Missouri, in contrast to that in some other states, is of relatively recent origin except in the major cities. The Missouri Library Commission, forerunner of the present Missouri State Library, was established in 1907. Not until 1944 was a massive assault undertaken to establish statewide public library service. By 1961 only 16% of the state's population remained without local public library service. This percentage continued to decrease steadily as a result of successful library demonstrations and tax campaigns.

This retarded development made it possible for Missouri to benefit from the experience of older state library systems. The theory of cooperative library services became a reality in Missouri. The practicality of cooperation was amply proved by the ready establishment of cooperative multi-county or regional library systems, by the first demonstration of a cooperative

1) Schenk, Gretchen Knief, ed. - Public Library Service in Missouri: A Survey, by Duane Turner, Robert F. Karsch, Mary Lee Bundy, Mary Hanley, Gretchen Knief Schenk, Ruth Warncke, Alice Lohrer, Harold Goldstein. Jefferson City, Mo. State Library. 1962. 350 pp.

statewide film service, and by one of the earliest cooperative self-supporting processing centers. Following careful analysis and studies, Missouri librarians and trustees, under the leadership of a strong State Library, were prepared to consider new approaches to their problems. They trusted each other and were aware of the fact that together they could provide the people of Missouri with better and more economical library service than they could separately. For these reasons, they willingly worked together. Beginning in 1945, a modicum of state aid also offered some financial incentives to encourage cooperation.

LIBRARY SERVICE STUDIES

The first study concerning the quality and quantity of public library service was undertaken in 1953 when the Missouri Libraries Planning Committee presented a program for Improving Public Library Service in Missouri.¹⁾ This study, completed under the direction of Dr. Lowell A. Martin, guided statewide library development for nine years.

With the passage of the Library Services Act by Congress in 1956 library development proceeded at an accelerated rate. This acceleration, however, proved to be still inadequate. Ever growing demands for more difficult reference services, specialized information needs of new industries, increased student use of public libraries, plus the shift of population centers to large urban areas, produced mounting pressures on existing libraries.

A second survey, Public Library Service in Missouri, was completed in 1962 and forms the basis of this Guide to Library Development. To date no complete survey of other library resources and services has been made in Missouri though, at present (1963), a committee of the Missouri Library Association is studying ways and means to accomplish a survey of college and

1) Martin, Lowell A. Improving Public Library Service in Missouri. Jefferson City, Mo. State Library. 1953. 51 pp.

university libraries. In addition, interest in the improvement of school library service and the appointment of a State School Library Consultant in the State Department of Education should result in other studies of this type. When these are accomplished, it will be possible to formulate detailed plans for the development of quality service for school, college and university libraries.

LIBRARY STANDARDS

A standard has been defined as that which has been established by authority, custom, or general consent to measure quantity, weight, extent, value or quality. It has been called "a respectable effort by a set of human beings" to protect against misrepresentation or damage those who use certain services or materials. Neglect or disregard of standards of health, legal or educational services can entail serious damage to the individual. No less dangerous is the mistaken impression that he is getting standard hospital and medical care, legal advice, or library service.

The library profession acquired a set of performance standards in 1956 with the publication of Public Library Service: A Guide to Evaluation with Minimum Standards.¹⁾ These standards regarding objectives and functions of modern public libraries, prepared and adopted by the American Library Association, first introduced the "library system" concept, a form of expanded, cooperative library service which had already been in partial use in Missouri for some years.

SIMPLY STATED, THE LIBRARY SYSTEM CONCEPT MEANS THAT "LIBRARIES WORKING TOGETHER, SHARING THEIR SERVICES AND MATERIALS, CAN MEET THE FULL NEEDS OF THEIR USERS."²⁾

1) American Library Association. Public Library Service: A Guide to Evaluation with Minimum Standards. Chicago. The Association. 1956.

2) Ibid. p. 7.

Whatever size, each library, public, school, college, university, special, plus the library concerned solely with special information such as that in industry, commerce, history, government or science, is an important link in an organic chain of service.

Though Minimum Standards were adopted in 1956 they are still valid today. In addition to these, Standards for School Library Programs, ALA Standards for College Libraries, as well as Standards for Junior College Libraries, are available to provide the necessary guidance for the future development of school, college and university libraries in Missouri. Finally, the American Association of State Libraries adopted Standards for Library Functions at the State Level,¹⁾ in July, 1963. These will serve to guide the growth and development of the Missouri State Library as it strives to meet its resource center responsibilities and carry out its leadership role in library improvement and development.

To assure all citizens of Missouri opportunities for library service of at least minimum quality is one of the responsibilities of the Missouri State Library Commission, the State Department of Education, and other educational institutions. Rapid strides in achieving these standards will be made when citizens, governing and appropriating bodies and libraries move forward in a concerted effort to exceed the minimum standards set in these documents.

The present Guide to Library Development has been evolved to assist library trustees, librarians and citizens in charting a course which will

1) American Association of School Librarians. Standards for School Library Programs. Chicago. The Association. 1960.

Association of College and Research Libraries. ALA Standards for College Libraries. Chicago. The Association. 1959.

. Standards for Junior College Libraries. Chicago. The Association. 1960.

American Association of State Libraries. Standards for Library Functions at the State Level. Chicago. The Association. 1963.

eventually achieve standard public library service for Missourians statewide.

It is hoped that this guide will provide a gauge to measure present performance and serve as an incentive for future growth and development.

GOAL: STATEWIDE NETWORK OF LIBRARY SERVICE*

To achieve the goal of an interrelated network of libraries, every public library in the state should be in a library system. These separate public library systems, related in turn to all other library resources in the state, should form a complete statewide network of library service. The apex of this library program will be the services and resources afforded by the Missouri State Library and, through it, the services and resources of all other libraries of national importance, including the Library of Congress. This goal of interrelated library service will be reached when libraries of all sizes and types band together in systems to achieve quality library service for their patrons, when larger libraries having valuable resources can share their strengths with other libraries on an equitable basis.

DEFINITIONS

LIBRARY SYSTEMS

A library system is an organization based on a formulated plan and procedure in which libraries work together, sharing services and resources for the purpose of improving service to library users. Two methods are being used in Missouri to organize systems:

Library District Method. Library districts, through the decision of their respective library boards of trustees, form an administrative library system governed by one board.

Cooperative Method. Improved library service is created by joint action of a group of libraries and/or library districts, by formal agreement or contract, to provide certain specified materials, services or processes

*Adapted in part from Wisconsin Free Library Commission. Design for Public Library Development. Madison, the Commission, 1963. 53 pp.

for member libraries, with each library and/or library district governed by its own library board. The common materials and activities are coordinated and planned by an advisory board or committee for the benefit of the entire system.

TYPES OF LIBRARIES

The following description of types of libraries indicates their function in a library system.

Major Resource Libraries. The major resource centers in Missouri are those outstanding public reference libraries which function as reserve pools of information and services for the people of the state, thereby being related to the entire library service network and all library systems. They are the Missouri State Library, the St. Louis and the Kansas City Public Libraries.

System Resource Library. The system resource centers are those which function as the administrative center of a system and which are located in the cultural, trade and socio-economic center of the area they serve. By assuming the responsibility for meeting standards, the System Resource Library will recognize and accept its leadership role in the area so that the people served by this library system will have at least the minimum level of service to which they are entitled. The System Resource Library will hereafter be called the System Library.

Area Library.* An Area Library is either one whose community normally encompasses a secondary trade area or a library serving a densely populated urban section. It is part of a library system through its affiliation with a System Library. This type library will need a considerable variety of materials and services to serve its clientele.

*In order to provide quality library service for the citizens of a community or area, a library will need to be a member of a system or meet the standards as described in this Plan for a System Resource Library.

Community Library.* A Community Library is one serving the generally small population of a limited area. This library has only a relatively narrow range of materials and services with the understanding that, through its affiliation with them, it has the System and Area Libraries to supplement its own resources.

Extension of Services. Bookmobile service, special book collections and service by mail are additional means most commonly used to reach readers, thus completing the chain of library service within a system.

Emphasis on excellence is vital in the library system concept. Neither Area nor Community Libraries can be expected to meet the standards set for their operation without the services of an adequate System Library. Thus it is important that Area and Community Libraries be concerned with and assist the System Library to reach the required standards. Ultimately, the System Library should be in a position to provide not only quality service to all libraries within the system but to play a leadership role in the extension of this service to unserved areas.

*In order to provide quality library service for the citizens of a community or area, a library will need to be a member of a system or meet the standards as described in this Plan for a System Resource Library.

MISSOURI STATE LIBRARY

The State Library carries special responsibilities for promoting the development of a genuine statewide program of library service. Its own resources and services are built in coordination with and to promote coordination among public, school, academic and special libraries. Consequently, a strong service-minded and leadership-oriented state library stands at the apex of all public library service in the state.

1. According to Standards for Library Functions at the State Level, the State Library is charged with the maintenance, as one important unit in statewide services, of a "collection which supplements and reinforces the resources of library systems."¹) It should make the general resources in the state widely and genuinely available by: (1) central reports of holdings; (2) bibliographies; (3) rapid communication systems among libraries to facilitate location of needed information and resources; (4) interlibrary loan provisions to the extent consistent with the need for material in the holding library; and (5) supplying copies of materials that cannot be furnished by interlibrary loan. The State Library should be a member of an appropriate national bibliographic center in order to afford access to larger and more specialized resources.

2. Since collections of government documents are of prime importance for historical research, public affairs and reference service, the State Library should maintain a collection of local, state and federal documents, and should publish a checklist of Missouri state documents.

3. In cooperation with other libraries in the state, the State Library

¹) American Association of State Libraries. Standards for Library Functions at the State Level. Chicago. The Association. 1963. p. 9.

should provide collections of audio-visual materials and newer forms of communication.

4. It should promote and participate in the establishment of a storage center for little used materials from its own and other libraries, thus preserving a rich heritage of materials for Missouri citizens.

5. The State Library has the responsibility of maintaining a high level of information and reference service to government departments, agencies and projects not now served (i.e., health, welfare, or any other). Specialized working libraries may be needed in some of these divisions and agencies and should be developed as branches of or in close coordination with the State Library and its comprehensive collection.

6. The State Library should participate in the development of plans for all types of library service within the state, conducting research to determine library needs and potentials, and exercising leadership and initiative to engage qualified individuals, groups and agencies in such planning. The resultant state plan for library service should outline the structure of coordinated public library service needed to achieve national standards for public libraries.

7. To assist public libraries to meet standards, the State Library should have a sufficient number of consultants: (1) to counsel with every library at least once a year, (2) to work intensively with libraries and library systems engaged in improving service and (3) to carry on regular and systematic work with boards of trustees, which should include attendance at a meeting of the board at least once annually. In addition, State Library consultant work, strong enough to help those libraries meeting standards, should extend to guidance in specialized library service.

8. Since the State Library is responsible for the growth and development of library service in the state, it must continue to work for the establishment of public library service in areas still unserved, using the most

effective methods to achieve standard quality library service.

9. Because of the rising level of the educational attainments of Missouri people, and because the total population of the state is becoming more concentrated in metropolitan areas, the State Library's function is changing. Turning from its recent major emphasis of developing minimum public library service and the organization of regional libraries, the State Library now faces the challenge of developing library service in depth. Accompanying the development of improved libraries at the local level, the State Library should assume its proper role as a major reference library, sharing with the St. Louis and Kansas City Public Libraries this supplementary function.

STANDARDS FOR LIBRARY TYPES

The standards set forth in this Guide furnish a checklist to test the adequacy and quality of service in existing public libraries and to measure progress in present and future library systems.

Explanatory paragraphs precede each section of the standards. The standards appear in three columns and are numbered consecutively throughout on the left of the page. When the same standard applies to all types, it appears in the center of the page; otherwise, only in the column to which it applies.

STRUCTURE AND GOVERNMENT OF LIBRARY SERVICE

A provision in Missouri's state constitution (1945) indicates the essential importance attached to public library service by the citizens of the state:

"It is hereby declared to be the policy of the state to promote the establishment and development of free public libraries and to accept the obligation of their support by the state and its subdivisions and municipalities in such manner as may be provided by law."

Certain principles of library development have been accepted in Missouri and should be extended and enlarged in planning for the future. These are, briefly, (a) widespread citizen participation in studying, planning and support of libraries, particularly during library establishment campaigns; (b) libraries working together, building wherever possible on existing library strength to achieve both quantity and quality in library service, undergirded by (c) definite local financial support, augmented by support from the state. (In other words, having many library service points easily accessible to the people, providing excellent library service from a central source while

encouraging local fiscal responsibility supplemented by additional funds from state government.)

Intergovernmental cooperation and interlibrary cooperation within all levels of government, to make the best possible use of all existing library resources (public, school, college, university and special), have been found to be essential to the success of a statewide network of publicly supported library service in Missouri. This is particularly true of a sound working relationship between public libraries and public schools.

All public officials, including governmental, school, college and university, library trustees and librarians who share the immediate responsibility for the improvement of libraries, must understand and make full use of their respective powers and perform their duties in the best interests of library users, present or future, whether in rural, urban or metropolitan areas.

SYSTEM RESOURCE LIBRARY

AREA LIBRARY

COMMUNITY LIBRARY

ACCESSIBILITY OF LIBRARY SERVICE

1. Every individual should have legal and reasonably convenient access to local library service, and through it to modern library resources provided by other libraries within the state and nation. This public library service should be so located that most people of the area find it convenient to combine shopping and similar trips with library visits.

2. The system library is to be so located that people served by it live no farther away than one day's round trip from their homes.

Area and community libraries should be located within one hour's round trip from most of their users.

AFFILIATION FOR LIBRARY SERVICE

3. Library trustees, librarians, governing and appropriating bodies have the moral responsibility to work toward affiliation of all libraries with one another for the purpose of providing citizens of Missouri with standard library service. This applies with equal force to libraries in metropolitan areas as well as to those in isolated rural localities.

4. The system library in cooperation with other library systems should develop policies and procedures for reciprocal borrowers' privileges so that any person in the area served by the system can freely use materials from any library. This interchange of borrowing privileges should eventually cover the entire state. Uniform lending policies and procedure should be actively promoted and followed as far as possible.

Area and community libraries should participate in the plans and programs to establish reciprocal borrowers' privileges and the efforts to make uniform lending policies and procedures.

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5. The system library should formulate policies and develop procedures to provide a wide variety of materials, including non-book materials, and for a regular, orderly, fruitful exchange of materials between libraries in the system.

6. The system library should organize and administer the interlibrary loan program of the system and the referral of information and reference questions. Requests should be channelled from the library user to the central library before materials are requested from outside the system.

7. The system library should operate as a warehouse for the system, keeping items used only occasionally by the libraries in the system. Such depository of materials should be coordinated cooperatively by the appropriate library agencies of the state. In all cases, the most satisfactory modern processes for preserving such materials for use when needed are to be used.

Area and community libraries should, for the benefit of the users, take advantage of all opportunities to participate in exchanging materials, following established policies and procedures.

For the benefit of their users, area and community libraries should understand and take full advantage of the system's interlibrary loan program and refer unanswered information and reference requests to the system library.

To provide their regular users with the widest array of current materials, yet preserve materials of occasional value, area and community libraries should participate through the system library in regional and state plans to deposit in a designated library rarely called-for materials for use when needed.

SYSTEM RESOURCE LIBRARY

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COMMUNITY LIBRARY

8. The system library, with the assistance of the state library extension agency, should assume the responsibility for stimulating, studying, planning, and experimenting in improving library service on a city, county, region or area basis. It should administer joint services and activities which will enable the participating libraries to achieve together standards which would be beyond their individual reach, e.g., a union catalog of materials, cooperative materials evaluation and selection, centralized purchasing, cataloging and processing, use of cooperative film services, in-service training and specialized professional guidance and services.

In order to gain more time for direct service to users and bring their libraries up to accepted standards of operation, area and community libraries should participate in and make use of all joint services and activities.

9. All public libraries should know and make full use of the resources and services available to them, either through the system library or cooperatively, from state and federal library agencies, e.g., planning, research, advice, training, loans, publications, grants, etc.

INTERLIBRARY RELATIONSHIPS

10. Since close working relationships among all types of libraries in Missouri will ultimately result in improved library services to all, public libraries should constantly examine methods of more effective cooperation among all kinds of libraries in the community, giving special attention to the necessity for the full utilization of all existing library resources, e.g., schools, colleges, special libraries, etc. They should further initiate, promote and support such cooperative undertakings as will expedite improved library services in the state.

11. All public libraries should initiate and support a program of joint planning with regularly scheduled meetings, at least annually, between those responsible for school and public library service (librarians, school administrators, teachers, and school and library board members) to discuss working relationships as well as improvements in both library programs.

12. In any working relationship established between libraries, suitable contractual arrangements acceptable to the libraries involved should be made.

SYSTEM RESOURCE LIBRARY

AREA LIBRARY

COMMUNITY LIBRARY

GOVERNMENTAL ORGANIZATION

13. All public libraries should be established and maintained according to Missouri's library laws; librarians and trustees, with the help of interested citizens, should constantly seek to strengthen the concept of library systems through improving and modernizing the state's library law.

14. All public libraries, as agencies of local government, should be controlled by boards of library trustees according to law. As governmental agencies they should also cooperate with all other such agencies.

15. All library trustees, appointed for staggered terms, should be chosen for their value to the citizens, government and library in interpreting the needs of the community, the will of the government, and the policies of the library. While the personal attributes of trustees are paramount in making appointments, the board should also be broadly representative of the community.

16. All library boards of trustees should make it their personal responsibility to attract capable people into board service by advising those responsible for appointments of the availability of such qualified individuals. They should further give these individuals a concept of modern library service and of their functions as trustees through participating in trustee conferences, joining MLA, ALA and ALTA, plus further study.

17. All library trustees should assume responsibility for knowing the legal provisions relating to their duties and powers. Appropriate responsibilities and functions are: (1) select and appoint a competent librarian administrator with particular emphasis on the public administration aspects of the position; (2) determine library objectives, functions, and set library policies; (3) advise in preparation of the library budget, approve its final form and work for adequate financing of library services; (4) provide or work toward obtaining adequate modern physical facilities for the library, together with proper upkeep and maintenance; (5) foster working relationships with officials, governmental boards, committees and private agencies; (6) interpret the library to the community and the community to the library; (7) actively plan for growth and development of library service, relating such plans to local, regional, and state objectives.

18. All boards of library trustees should assume direct responsibility for assuring that long-range planning for public library development is recognized as an essential function of local government, and should be included with other plans for community or regional development.

19. The administrator of the system library, members of the library system, the staff, and library trustees should study and formulate policies for all service units. Full responsibility for directing programs, services, book selection, personnel, and building management should be delegated to the administrator.

LIBRARY FINANCE AND FISCAL POLICIES

As the level of government responsible for education, the state has a direct obligation for adequate financing of library service over the state. The cost of public libraries, as of public schools, should be shared between local units of government and the state. The guiding principle behind state financial contributions to local library service is that of insuring adequate service to all residents of the state. Included in this principle are the following points:

The state should share in the direct costs of a minimum standard of local public library service, since it is the largest and most regular form of continuing education in the community.

Direct financial grants to local library systems should be based on the attainment of minimum standards of organization, on the qualifications of professional personnel, and on the effort for financial support for libraries on the part of local government. These levels of financial support and of personnel to be achieved locally are to be specified in state regulations and based upon conditions within the state, with the state's library plan of service serving as a guide.

The state share in the financing of a local public library system should be at least one-third to one-half of the total cost of a sound minimum public library program as set forth in this state plan for library development. The state share in financing schools provides a guide to the appropriate share for public libraries.

State legal provisions should encourage local fiscal responsibility for library service but should not impose arbitrary restrictions on localities, such as tax-rate limitations. It is the function of the state to insure minimum service but not to limit the quality of educational facilities.

Additional state financial aid for library systems should help to equalize resources and services across the state, providing extra help for localities least able to finance sound facilities from local funds. The assistance may take the form of direct grants or services and materials.

State financial assistance should be provided on a short-term basis to help meet the substantial costs involved in organizing or reorganizing local units into systems of adequate size. As a guide for determining the minimum costs of the operation of a system, the latest edition of Costs of Public Library Service, supplement to ALA Standards, is to be used.

When an existing large library, such as the St. Louis and Kansas City Public Libraries, is used for supplementary service to local libraries over the state and functions as a major resource center, the state should share in the financing of those general facilities on which it depends.

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20. All library trustees should know, observe and utilize Missouri's legal provisions relating to income and expenditures of library funds.

21. In financing improved library service it is essential that all governmental units supporting any type of library service provide fully adequate funds to furnish modern standard library service to citizens of the area. This presupposes that arbitrary restrictions, such as tax-rate limitations, will no longer be imposed on localities by the state, as it is the function of the state to insure sound minimum service but not to limit the quality of educational facilities such as libraries.

22. The financing of library systems should be developed under the above provision (21) and according to methods currently in use (district or cooperative) or any improved methods which may be developed later. They should include local fiscal responsibility, coupled with assistance from state government, in the financing of public library service.

23. Direct financial grants to library systems should be conditional on the meeting or potential achievement of minimum standards of organization, qualification of professional personnel, and financial effort for library support on the part of local government.

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COMMUNITY LIBRARY

24. All public libraries are required by law to prepare an annual budget presenting a complete financial plan for the ensuing budget year. Such budget should be prepared and used as an effective management instrument reflecting current and long range plans. Library trustees and the administration have the added responsibility of interpreting the financial needs and policies to the public and local government officials.

25. The system library should formulate policies and develop procedures to purchase supplies and equipment for all members of the system to insure quality and economy.

26. The system library, in addition to supplying the State Library with the required annual report, should collect information and maintain proper records and reporting to local government officials for the purpose of analyzing, evaluating, and improving the service program of the library system. Such records should be scrutinized periodically and eliminated if they serve no further useful purpose.

27. The system library should provide the necessary forms and instructions to the individual libraries in the system to compile a complete record of the library service within the area.

Area and community libraries in a system should send their reports to the system library.

SERVICE

The ultimate aim of all public library activities is service to the individual. The public library exists to provide books and non-book materials which convey ideas, share experiences or widen horizons. The library staff offers guidance in the use of these materials to individuals and groups. Service is a sound starting point both for establishing and applying standards. It is the true measure of a public library.

Service provided by the library must be based on definite objectives. It must be related to community needs and interests and must be available at hours most convenient for the users. Standards must reflect the necessary variations in library programs as required by different communities. The existence of other library services in the area should influence the character and emphasis of service given by any particular library, providing for a realistic coordination of various services for the sole benefit of the library user.

Children, young adults, and adults of all ages gain knowledge, enjoy vicarious experiences, and garner ideas through books and other materials as well as through the library activities and programs in which they take part. An effective lending service permits convenient, liberal use for all persons. Informational and research service supplies factual information and materials, while guidance and interpretation of the library and its resources provide direction and choices. Public information stimulates use and informs people of the library's services. Yet the public library exists not only to serve the patron who finds his way to the service units, it exists for the improvement of the civic, cultural and educational life of the entire community. When the public library offers these opportunities frequently enough and with

a wide enough appeal, the community will eventually form a favorable opinion of the library and its services.

As the central agency for continuing, lifelong education the public library has no parallel. Librarians who interpret as well as supply the books and materials used in this pursuit will help the individual to read with understanding, discrimination and judgment. They will help him to develop the ability to apply intelligently what is learned and thus live an enriched, more satisfying life. They will thereby enrich the recreational, intellectual and cultural life of the community which the library serves.

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OBJECTIVES

28. All public libraries should adopt a written statement of general long-range objectives and specific goals in reaching library service of standard quality. They should outline a service program to achieve the objectives and plan to accomplish specific goals within a designated time. The written statement should form a definite commitment on the part of library trustees and librarians to the cause of raising the quality of library services, rather than to service based on expediency of the moment. Periodic reviews of the statement are essential in the light of new developments and knowledge.

COMMUNITY RELATIONSHIPS

29. All public libraries should develop their services, evaluate their programs, and make such changes as dictated by an increased understanding of the nature and value of services to groups and organizations, with a wide extension of these services where called for. Community studies and analyses should be used to provide the necessary basic information.

30. All public libraries should be represented and the staff should serve in community organizations and agencies concerned with adults, young adults and children in order to further greatly increased cooperation with all school and non-school educational agencies in the community, and constructive, fruitful planning for coordinated services.

31. All public libraries should develop a method of keeping informed at all times of activities in the community and should be constantly alert to opportunities for service.

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HOURS OF SERVICE

32. The system library must be open for service to individuals and other libraries in the system at fixed times and uniform hours, at least 69 hours per week, including evening hours.

The area library must be open for service at fixed times and uniform hours, at least 56 hours per week, including evening hours.

The community library must be open for service at fixed times and uniform hours, at least 20 hours per week, including evening hours.

33. Services should be maintained for all library users--children, young adults and adults--during the hours open for service.

34. All public libraries should regularly review the hours of service to consider their adequacy for the community.

INTERLIBRARY RELATIONS

35. All public libraries should work together with other libraries, e.g., special and research, school, college and university libraries, to provide service to the clientele of those libraries through supplementing and strengthening each other's services.

36. Cooperative programs with school libraries should be developed to provide coordinated and adequate service to students. Public library service to schools is not a substitute for a library within a school. Public library activities should be designed to encourage the growth of school libraries. Written statements covering their respective responsibilities in relation to their areas of service should be adopted by school and public library officials.

CIRCULATION

37. In all public libraries, materials, except those which are judged by the librarian to be irreplaceable or in frequent demand, should be available for use outside the public library, either to individuals or to other libraries.

38. The lending regulations of all public libraries should allow sufficient materials, time, and freedom for use by the reader and still be consistent with the best use of library resources.

39. All public libraries should make full use of uniform loan periods, reciprocal borrowers' privileges, regular delivery service, and interlibrary loan procedures within their library systems.

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40. The system library should encourage liberal exchange of materials between libraries and intra-system loan procedures and regulations. It should seek to maintain full equality of service among those using the system library, area or community libraries, or bookmobiles.

For the benefit of all readers and to refresh library collections, both area and community libraries should participate in the program for regular and frequent exchange of materials.

REFERENCE

41. The system library should provide to all persons and to other libraries factual information and research, assistance in locating the needed materials on a wide range of topics and special subjects, and should give professional guidance and interpretation.

The area library should provide factual information most frequently requested and of great urgency on a wide range of topics and about subjects which are of special importance in the life of the community; e.g., agriculture, business, labor, education. Questions which cannot be answered through the resources available in the area library should be referred to the system library.

The community library should answer questions which arise most frequently in the daily lives of the people served. Any questions not answered through the resources available in the library should be referred to the area and system libraries.

42. The system library should provide bibliographic aid and informational service on a wide range of subjects; should give guidance to materials and resources outside of the library; and, as appropriate, should select and assemble material to answer subject requests for study and research.

The area library should provide general bibliographic aid and informational service to individuals and to other libraries and guidance to resources within the library system, and, as appropriate, should select and assemble material to answer subject requests for study and research.

The community library should provide simple bibliographic information and assemble available material to answer subject requests for study. It should at all times rely heavily on the services and facilities of the area and system libraries in order to supply its users with reference service of high quality.

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43. All public libraries should provide guidance and instructional service to individuals and groups in the use of the reference collection.

44. The system library should provide telephone informational and reference service to individuals and should utilize the most effective, rapid means of communication to serve residents and libraries in the system.

The area library should provide telephone informational service to individuals in the community and to other libraries, and utilize any other effective means of communication to extend and develop the service.

The community library should provide telephone informational service to persons in the community, and should speed informational service to individuals by regularly and promptly relaying requests for information to the area and system libraries by telephone if necessary.

45. The system library should maintain a central source of information about educational opportunities for children, adults, and young adults, about organizations in the area, and may provide information about individuals or groups who offer programs and individuals who serve as resource persons.

The area and community libraries should maintain a central source of information about educational opportunities and organizations in the community for children, young adults, and adults and should utilize the resources of the system library for these kinds of information.

46. The system library should act as liaison between libraries in the system and in the area, and other agencies. When the request cannot be answered within the library, the patron should be assisted in utilizing resources outside of the library.

The area library should act as liaison between its patrons and other library and non-library sources of information, both within and outside of the community, and refer questions requiring specialized aid to the next appropriate point, including the system library.

The community library should refer questions requiring specialized aid to the next appropriate point and direct patrons to other sources including the area and system libraries, always verifying whether the patron's needs have been met.

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47. The system library should provide intensive reference and searching service in selected subject areas determined by the interests and needs of the area, fine arts, science, local history, etc. Special services may include, within justifiable limits, preparation of reports, compilation of statistical information, abstracting, and production of reference aids needed by the community or by the library system.

The area library should provide intensive reference and searching service in the areas of its specialties. Special service needs should be referred to the system library.

The community library should refer requests requiring intensive reference and searching, and requests for special service to the system library.

GUIDANCE

48. All public libraries should provide individual reading guidance and counsel to children, young adults and adults.

49. The system library should provide guidance and direction in the choice and use of books and non-book materials through annotated lists and reading courses, selected book collections and displays, including materials on controversial and community concern. It should provide guidance to other libraries in the system.

The area library should provide guidance and direction in the choice and use of books and non-book materials through annotated lists and reading courses, selected book collections and displays of all types. It should utilize the guidance provided by the system library.

The community library should provide all possible assistance in the choice and use of book and non-book materials, making extensive use of the materials and services as well as guidance offered by the system library.

50. All public libraries have the responsibility of interpreting the contents of books and non-book materials through activities such as storytelling, group reading aloud, planned programs, book talks, and book discussions for the purpose of increasing the individual's knowledge, appreciation, and understanding of himself and his world. The total educational resources of the community and the system should be utilized for this purpose.

GROUP ACTIVITIES AND PROGRAMS

51. All public libraries should provide guidance and counsel to individuals and groups, formal and informal, in planning, organizing, and conducting significant activities and programs for persons of all ages. Guidance should include advice and help on program planning, resource persons and materials, methods and facilities. When possible, the library should provide resource persons, materials, facilities and equipment.

52. All public libraries should present regularly for children, young adults and adults of all ages appropriate group activities such as film programs, book talks, lectures, storytelling, special subject programs--poetry, music, art appreciation, play reading and others, as well as reading improvement programs. Community libraries will fit these programs to the needs of the community and will rely heavily on other libraries in the system to provide programs of comparable quality to those provided elsewhere in the area.

53. All public libraries should accept the responsibility for initiating and stimulating educational programs needed in the community and area or those uniquely suited to the library. At times they should focus their resources and services on socially significant questions. They should not attempt to duplicate programs and services offered by other community agencies.

54. All public libraries should co-sponsor and cooperate in activities with community groups whose aims are appropriate to library objectives. Cooperation may be limited to the provision of books and materials; whenever possible, guidance and stimulation in their use should be provided.

55. The system library should have a specific program to inform the community in an interesting and understandable way about library services, activities and collections in the library system, by such means as displays and exhibitions, publications and information leaflets, booklists, popular reports, television announcements, radio and television publicity, newspaper and magazine articles, and service talks. It should also make such public information services available to other libraries in the system.

Area and community libraries should have special local information programs and should take full advantage of public information services that are available to them through the system library, adapting as may be necessary.

BOOKS AND NON-BOOK MATERIALS

By its very definition, the word library denotes a collection of books. It is only in the last few decades that a public library has come to mean more--to mean a market place of ideas which are recorded and expressed in various ways. Public library materials may include all forms of recorded knowledge--specifically books, periodicals, pamphlets, newspapers, pictures, slides and films, music scores, maps, recordings of both music and the spoken word, plus the various forms of micro-reproduction.

To be of service, the library collection should be built with consideration for the educational, recreational, esthetic and research functions of the library in relation to the service program and to the needs and interest of the people.

An acquisition policy statement will answer the question, "What subjects will be included in the collection and how comprehensive will be the coverage of each?" The statement will answer the further question, "Which particular book on the subject, which pamphlet, which magazine, which film, which recording will be most valuable?" Provision must be made for the maintenance of the collection--replacement, repair, rebinding, or removal of materials through discarding or centralized storage.

As a guide to building a collection which will fulfill its purposes, certain basic principles must be followed. Materials of quality must be provided to meet the expressed and potential needs and interests of the community. A variety of viewpoints should be represented insofar as possible.

It is recognized that the local library is the first and most convenient resource for all readers and that it must be affiliated with other libraries in order to make additional materials available. Within the system of libraries there should be a sufficient variety of materials with duplication

to serve the several units. The existence of other library collections in the area will influence the holdings of the public library.

Materials of good quality in sufficient quantity to meet the needs of users, easily accessible to all, are essential for effective service.

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POLICY

56. All public libraries should have a written statement of policy covering the selection and acquisition of books and non-book materials. These statements should define staff responsibility and be approved by the library's governing body. The acquisition policy should include statements on the following: (a) the library's objectives and the community needs to be reflected in acquiring materials for all ages and interest groups, (b) the scope, emphasis, and limits of the collection, and (c) the relations to collections in other libraries for materials not appropriately held. The selection policy should include a statement on the following: (a) the principles and criteria that govern selection, (b) the library's position on the Library Bill of Rights and the Freedom to Read statement, and (c) the library's reliance on other resources.

BUILDING THE COLLECTION

57. All public libraries should build or have available through system or cooperative affiliations a collection of book and non-book materials to achieve library objectives and to meet the expressed and potential needs of individuals, organizations, and agencies in the community, e.g. businessmen, homemakers, retired persons, civic clubs, churches.

58. In all public libraries, the annual budget allocation for the materials collection should reflect the objectives of the library and the needs of all age groups in the community.

59. The collection of the system library should contain the varied viewpoints on complicated and controversial questions of a factual or imaginative nature, including new, unpopular, and unorthodox positions on the greatest possible variety of subjects. It should have access to additional highly specialized materials.

The area library should contain materials on the various opinions which apply to the fields of controversy about which there is general concern in the community; should have access to materials representing varied viewpoints on the greatest possible variety of subjects and to specialized materials as needed.

The community library should have access to materials representing varied viewpoints on the greatest possible variety of subjects and to any other specialized materials needed.

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60. In all public libraries, materials should not be removed from the collection because of pressure by groups and individuals when the materials serve the purpose of the library, are of required quality and relate to an existing interest or need.

61. All public libraries should establish consistent methods of communication to keep informed about the materials of other libraries in the area in order to realize maximum use of all resources.

QUALITY

62. The collection in all public libraries should contain materials which have been selected for the library user on the basis of the value and significance of the subjects, the authority and intent of the author, and the effectiveness of presentation and format.

63. Specialized appropriate resources and nationally recognized guides to quality materials should be utilized in the selection and evaluation of the collection in all public libraries.

COMPOSITION OF THE COLLECTION

64. The major resource libraries within the state--the State Library, the St. Louis and the Kansas City Public Libraries--should provide reference and research materials in depth to the state as a whole, with a book collection of 500,000 volumes or more each. In their role as major resource libraries they are to supplement, not supplant, the service provided by all other public libraries in the state.

65. The system library should provide a range of currently useful materials on all subjects for readers of all ages, and resources in fields of special interest to the area. It should provide extensive reference and research needs for its area and should have access to other libraries for seldom used and specialized materials.

A variety of currently useful materials on the main interests in the community should be available in the area library in such fields as health, fine arts, education, public affairs, science, standard works of literature and how-to-do-it books. Basic and reference materials should be provided in a full range of subjects of interest to the community. Through the system library there should be access to other libraries for additional resources.

A variety of currently useful materials on the main interests in the community should be available in the community library in such fields as health, fine arts, education, public affairs, science, standard works of literature and how-to-do-it books. A collection of most frequently used basic reference materials should be provided. All additional needs should be referred to the area or system library.

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66. The currently useful books in the system library should total at least 100,000 volumes. The volumes in the adult collection should total at least 60 to 65% of the entire book collection. The young adult collection should be composed primarily of adult titles but should include appropriate juvenile titles. The volumes in the children's collection should be approximately 33% of the entire book collection.

The currently useful books in the area library should total at least 20,000 volumes or 2 per person served, whichever is larger. The volumes in the adult collection should total at least 60 to 65% of the entire book collection. The young adult collection should be composed primarily of adult titles but should include appropriate juvenile titles. The volumes in the children's collection should be approximately 33% of the entire book collection.

The currently useful books in the community library should total at least 6,000 volumes or 2 per person served, whichever is larger. The volumes in the adult collection should total at least 60 to 65% of the entire book collection. The young adult collection should be composed primarily of adult titles but should include appropriate juvenile titles. The volumes in the children's collection should be approximately 33% of the entire book collection.

67. At least 4,000 separate titles, of which the major share shall be new to the collection, should be added annually to the system library, including at least 400 children's titles and approximately 250 new adult titles selected as of interest to young adults. Duplication of titles should bring the annual acquisition of all the units in a system to one volume for every five people in a system serving up to 100,000 population, with a smaller per capita rate of acquisition in larger systems. Of this total number, approximately 30% should be added to the collection of the system library in order that there may be sufficient copies for interlibrary loan, deposit and

At least 2,000 volumes should be added to the area library collection annually; of these at least 1/2 should be new titles, while the other half may be duplicates, replacements, or older titles, depending upon the condition of the collection. The area library should make active use of the provisions for interchange of materials within the system.

At least 500 volumes should be added to the community library book collection annually. In addition, at least 25 to 40% of the book collection of the community library should be drawn from the rotating collection of the system during the course of the year in order to afford users of the library the widest possible reading choices.

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rotating collections. In a very large system having well-developed intermediate resource centers, a somewhat lower percentage may be assigned to the central library.

68. The system library should annually provide at least 400 periodical titles with titles duplicated as needed. Appropriate back files should be maintained, including those microfilmed.

Approximately 140 periodicals which are indexed in the Readers' Guide Unabridged, with additional appropriate selections from specialized periodical indexes, should be provided in an area library. Periodical back files should be retained according to need. A microfilm reader should be provided to make use of the microfilmed files obtained from the system library on interlibrary loan for reference purposes.

69. The collection of newspapers for the system library should include local papers, regional papers, and at least two nationally recognized newspapers, one of which has its own complete index. Files of significant newspapers should be retained on microfilm. The system library should also be aware of the historical value of newspaper files and make itself responsible to see that files of all newspapers within its area are available in unbroken files and on microfilm wherever possible.

The collection of newspapers in an area library should include the local and regional newspapers and a nationally recognized newspaper. They should be retained in back files as needed.

A minimum of 20 periodicals which are indexed in Readers' Guide Unabridged and are not generally included in family subscriptions should be provided in a community library. Periodical back files should be retained according to need. Back files in the system library should be heavily relied on for reference service in the community library.

The collection of newspapers in a community library should include the local and regional papers. They should be retained in back files as needed.

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70. The system library should be able to provide extensive information about films and should have access to as wide a collection of films as possible through: (1) membership(s) in a film cooperative; (2) rental agreements with major film libraries; (3) a basic permanent or semi-permanent collection of carefully selected films acquired through gifts, long-term deposit, or purchase.

71. The system library should have at least 5,000 long-playing discs, not including duplicates, with at least 500 new discs purchased annually.

APPRAISAL OF THE COLLECTION

72. The system library should examine its materials collection systematically for the removal of physically worn-out, out-of-date, and no longer useful and appropriate materials. Annual discards will normally average 5% of the total collection. Seldom-called-for materials or material useful for historical or research use, even if out of date, would not be discarded as no longer useful but would, because of the system library's importance as a reference center, be deposited in the area or state-wide depository of little used materials.

Area and community libraries should (1) provide information about films (2) have access to the system library's film membership, film collection or any other films in the system.

The area library should provide at least 500 long-playing discs in its collection, and borrow as needed from the system library.

The community library should provide information about records and borrow from the system library.

The materials collection in the area and community libraries should be examined, etc. systematically for the removal of physically worn-out, out-of-date, and no longer useful and appropriate materials. Annual discards will normally average 5% of the total collection. Seldom-called-for materials of historical or research value are to be sent to the system library for deposit.

PERSONNEL

The quality of public library service in Missouri depends upon the maintenance of high standards for personnel. If public library systems are to provide an adequate and effective program, it is necessary that each system in the state be administered by a competent, professionally qualified, well selected and properly compensated staff. Library boards of trustees are responsible for the employment of personnel that will insure technical competence and inspiring, far-sighted and imaginative leadership.

Libraries should observe good personnel administration practices; should provide for the comfort and welfare of their employees, including provisions for health, life and retirement insurance. Salaries should be high enough to attract and hold qualified personnel. The staff should be sufficiently large to carry out all the tasks and duties relative to the library's program. Finally, and of vital importance, libraries should actively recruit for the profession of librarianship in order to insure the supply of librarians needed.

A competent staff with high job satisfaction and morale is the foundation stone on which effective library service is built.

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73. The system library should have at least one experienced professional librarian in each of the following aspects of library service:

1. Administration
2. Information and advisory service for adults
3. Information and advisory service for young adults

The area library should be headed by a professional librarian. This head librarian should use the specialized guidance which is available; he should work with the staff of the system library. There should be at least 2 additional full-time staff members who shall be trained librarians or

The community library should be in charge of a suitable person with the best available educational background and library training. He should utilize the professional guidance which is available; should work with the staff of the system library and further his professional education by

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4. Information and advisory service for children
5. Information and advisory service for film and other audio-visual aid use
6. Organization and control of materials
7. Extension services
8. Other subject specialties as needed.

There should be an adequate number of additional professional librarians to meet demands made on the library, and a supporting staff of library assistants and clerical workers. The eventual goal for service is set at 1 professional librarian for every 5,000 people served by the entire library system. The total number of employees should approximate one full-time employee, exclusive of maintenance workers, for every 2,500 persons served, at least 1/3 of which are to be professionally trained.

74. Professional staff should be available to provide information and advisory service at all hours when the system library is open to the public.

college graduates with some training in library science. The total number of employees should approximate one full-time employee, exclusive of maintenance workers, for every 2,500 persons served.

At least one professional staff member should be scheduled on duty whenever the area library is open. When this is not possible, the person in charge should know and be able to explain policies and services of the library and serve the public adequately.

attending as often as possible any workshops or other in-service training that may be provided.

The person in charge of the community library should understand and be able to furnish the services of the library to the user, bringing people and books (or non-book materials) together through a knowledge of the material available in the library and comprehension of the needs of readers.

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75. The system library should provide a program of routine and specialized in-service training for its staff and the staff of other libraries in the system. It should provide opportunities for its own and other staff members in the system to participate in training programs offered by local, regional, state, and national organizations and agencies.

Area and community libraries should participate in in-service training for their staffs. Opportunities for the staffs to participate in training offered by agencies and organizations at local, regional, state and national levels should be provided.

76. The chief librarian is appointed by the library trustees and is the library's chief administrator. He is the channel of communication between the staff and the board.

77. Written statements of policy on personnel management should be adopted by the library trustees, carried out by the administrator and made available to all staff members.

78. The public library should have a position classification plan, grouping similar positions together for equitable personnel administration. Rates of pay and other compensation for professional staff members should be comparable in all grades and steps with rates of pay in other professions requiring similar educational preparation and with which libraries must compete on a national scale. Nonprofessional personnel should receive pay and compensation comparable to that received for similar work under similar conditions in the locality. Personnel who are fully qualified should be given advancement to positions of greater responsibility in the system before recruiting from outside the system.

79. Professional staff members should serve a one-year probationary period, and other library staff members should serve a probationary period of at least six months.

80. The public library should adopt personnel policies which include the following benefits:

The vacation allowance for persons holding professional positions should be not less than one month annually, and for nonprofessional employees should conform with professional vacation allowances or, when necessary, with prevailing local employment practice;

Vacation and sick leave benefits on a prorated basis for permanent part-time staff;

Local and state retirement benefits;

Daily rest periods;

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Sick leave of one working day per month, cumulative to a specified number of working days;

Leave of absence without pay and without loss of seniority for purposes of travel, education, maternity, or extended illness, when such leave is not prejudicial to the best interests of the library;

Travel expenses and official leaves to attend professional meetings of major importance to the library; and

Periods of professional reading.

ORGANIZATION OF MATERIALS

Through adequate organization, books and other library materials may be located readily and made available promptly. Much of the quality of the service given in a library depends upon how well this part of the work is done. Organization includes cataloging, classification and preparing the material for the reader.

Organization of materials should follow accepted principles of management, both in administrative practice and in scientific planning, for a smooth and rapid flow of work. Those public libraries of Missouri which have participated in cooperative processing services have recognized the advantages of applying such accepted principles of management to the field of book cataloging and processing. Ample evidence is available to prove that book cataloging and processing, as well as purchasing, is a highly desirable form of centralized activity, freeing already overburdened personnel for more direct service to readers.

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81. Every system library should be a member of a cooperative processing center or have a volume of work sufficient to maintain an economically productive department.

82. In all public libraries there should be coordination among the staff members who work with the public, those who select materials for purchase, and those who attend to the technical processing.

83. In a system library any responsibility for the proper organization of materials, whether within the library or done by a processing center, should be clearly defined and centralized in designated staff members or a department.

In area and community libraries maintenance of records on library resources should be assigned to designated persons.

84. Systematic planning and flow of work should characterize operations in the organization of materials.

ORDERING MATERIALS

85. In all public libraries, there should be clearly defined procedures for coordinating information about materials to be purchased.

86. The system library should cooperatively plan and organize centralized purchase of materials either through a processing center or within the library.

87. In all public libraries, order records should be as simple as possible, yet show at any time what is on order, what has been received, and budget expenditures, balances, and encumbrances.

88. The system library should keep up-to-date information on prices and sources of supply of library materials and should follow an established procedure for inspecting materials received.

89. All public libraries, in spending public funds to the best advantage, should purchase books and nonbook materials from the sources which offer the best price in addition to acceptable service.

90. In all public libraries, the various general services designed to facilitate organization of materials--such as indexes, bibliographies, abstracts, printed cards and forms--should be utilized wherever possible.

91. All public libraries should maintain a public catalog which lists the book collection materials by author, title (if distinctive) and subject, as well as appropriate indexes for nonbook materials. Directions for their use should be provided.

92. The system library Area and community libraries should utilize should establish and maintain the procedures established for locating materials that are available in the system and in the next immediate source.

93. All public libraries should have a shelf list. It should show holdings and identify each title, distinguishing editions and copies from each other. Serial holdings should be recorded in a central file.

94. In all public libraries cataloging procedures and records should follow accepted methods as adopted by cooperative processing centers. Changes should not be made unless absolutely necessary and upon adequate proof that service to the public would decrease since the additional cost could not be justified otherwise.

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95. Staff and book selection tools should be provided and routines planned to insure that new materials will be added to the collection promptly.

96. All public libraries should recatalog and reclassify old materials only when absolutely necessary to facilitate the use of important materials. Whenever feasible, cross references may be used rather than costly cataloging; e.g., "see also" subject references.

97. All public libraries should remove promptly from public catalogs the records for missing or withdrawn items.

PHYSICAL FACILITIES

Certain broad principles must be observed in considering public library facilities in all communities. Each library building should be planned to accommodate a library program emphasizing the use of its services and materials and should be sufficiently flexible and expandable to provide for changing requirements. It should be attractive in design, inviting to all library users. It needs to be well lighted, comfortable for staff and patrons in all seasons, and properly equipped and arranged for a maximum degree of efficient use. Furniture and equipment should harmonize with the architecture of the building.

Different sized communities require different library programs, and these differences will be reflected in the physical facilities. There can thus be no single standard public library building, since each building, fully equipped, should be related to the library's service program. These guidelines, however, are included here in order to highlight consideration of those factors which will most likely lead to a satisfactory, efficiently planned building.

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PLANNING

98. All public library trustees and library administrators should include library building--new, renovating, or remodeling--as part of the long-range improvement program of the community.

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99. The library administrator and a qualified architect should work in full cooperation from the beginning of a building project to its completion.

100. The library staff and library trustees should study standards and current literature on public library services and physical facilities. A consulting architect and/or consulting librarian with experience in a library building program should be retained on all major projects.

101. Planning of all public library buildings and quarters or renovation of old structures should start with a written statement covering objectives, activities, and requirements before even preliminary plans are drawn. The program statement should state as comprehensively as possible predictions of library growth and changing community patterns, the specific needs of the library, and it should outline in detail the necessary areas, their space requirements, relationships, and functions within the building, and should chart generally the type and nature of furnishing and equipment.

102. The system library building should be planned and located using the most authoritative predictions of library growth and changing community patterns, allowing for expansion.

The area library should be planned and located using the most authoritative predictions of library growth and changing community patterns, allowing for expansion or possible conversion into a commercial building should the area change.

Library quarters for the community library should be planned to provide space appropriate for its services and function.

103. The system library should be planned for the housing and effective use of a comprehensive core collection of book and non-book materials.

The area library should be planned for the housing and effective use of a collection of at least 20,000 currently useful books, or 2 volumes per capita, whichever is larger, and other materials used regularly in the community.

The community library should be planned for the housing and effective use of a minimum of 6,000 currently useful books, or 2 volumes per capita, whichever is larger, plus other materials used regularly in the community.

LOCATION

104. The system library building should be in a location which attracts a large number of people in the course of their daily activities, with consideration given to the availability of parking and public transportation.

Area and community libraries should be as easy to reach and to use as the local shopping center.

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EXTERIOR

105. The design of all public buildings should provide a structure that is aesthetically suitable to its functions and surroundings.

106. All library buildings should be well marked with a sign, including hours open, which is clearly visible, have the entrance at street level, provide for adequate outside lighting, have facilities for after hours return of books.

INTERIOR - ARRANGEMENT

107. The building should be so planned that a single circulation desk could control the entire building, when desired.

108. In all public library buildings or quarters, in order to provide for maximum flexibility, fixed walls should be kept to a minimum.

109. A directory, displays, or other means to provide information about services and activities for library users should be located near the entrance to the library.

110. Rooms, service points and collections within the building should be clearly identified.

111. The sections of the public library which readers use most frequently should be located in proper functional relationship to each other and to the non-public areas with which they are concerned.

112. The locations for receiving, cataloging and preparations of materials should be interrelated and preferably on a single floor. Those libraries whose books are processed by a center will utilize this space otherwise.

113. In system and area libraries, points for service and supervision of readers should be located for convenience of users and consolidated for economical operation.

A service desk should be located to provide for convenience of users and for supervision of all public service areas.

114. Stairways, elevators, book lifts, plumbing, and air-conditioning facilities should be located so as not to interfere with the flexibility in arrangement and possibilities for change of service areas.

115. In all public libraries, there should be space and furnishings to facilitate the use of library materials by all age groups represented in the library's program.

116. Multipurpose rooms should be provided in system and area libraries primarily for library oriented activities.

The community library should have access to meeting-room facilities for library oriented activities.

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117. Workrooms and office space should be efficiently arranged, with physical facilities for performing centralized activities.

Work and office space should be efficiently arranged for performing local activities.

118. Staff facilities in system and area libraries should include provision for relaxation, lunchroom facilities and restrooms for men and women, separate from public facilities.

The staff of the community library should have proper lunch and restroom facilities available.

119. System and area libraries should have conveniently located shipping and receiving space. In those systems where mobile units are used, loading space should be convenient to the book collection.

The community library should have conveniently located shipping and receiving space.

120. Lighting, heating, air-conditioning, and acoustical engineers should be consulted for information and guidance on the most recent developments in these fields. Light must be evenly distributed and glare avoided. Placement of fixtures should permit rearrangement of furniture without loss of lighting efficiency. Special attention should be given to control of sound. Air-conditioning should be used.

121. Passenger elevator service should be provided when there is more than one public service floor, and electrically operated book lifts should be provided where books must be transported from one level to another.

122. Within the system library there should be a telephone and an inter-communication system connecting every work and service point.

There should be a telephone and an inter-communication system in the area library.

The community library should have a telephone.

123. Space should be provided for consultation with users seeking guidance in use of resources.

In both area and community libraries space should be provided for consultation with users seeking both local guidance and help from the system library.

124. The public catalog should be accessible to the staff and to the public.

125. All public libraries should have efficient, attractive shelf and exhibit space for display for a wide range of books and non-book materials.

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126. Facilities for physical handling and use of the non-book collection should preserve such materials from damage and deterioration, yet make it readily available to users.

127. In system and area libraries lending facilities should insure accurate, unobtrusive handling of transactions and records, and may include useful machines and labor-saving devices.

Lending facilities and records in the community library should be simple and efficient.

128. The system library should have at least one janitor on duty at all times the library is in use. Janitor supplies and utility sinks should be located on all floors.

Regular janitor service should be provided and should be available when needed. In both area and community libraries, janitor supplies and utility sinks should be conveniently located.

EXTENSION OF SERVICES

The standards set for the extension of services will be consistent with the service standards of each system.

